

Attorney's Docket No.: Intel 10559-507001 / P11812

Amendments to the Specification:

Please replace the paragraph 12 with the following amended paragraph:

Typically, a single user may have several different associated communication channels through which the user can receive messages from other users. For example, a user "Rob" may have multiple e-mail addresses, multiple IM addresses, multiple landline telephone numbers, multiple cell phone numbers, and one or more fax numbers, pager numbers, and the like, any one or more of which may be used to route messages to Rob. As shown in Fig. 2, for example, a message 200 intended for a recipient 210 can be sent over any of one or more of 13 different communication channels 212 (such as communication channels associated with (i) a LAN/WAN 202 which may, for example, include a first e-mail address 201, a second e-mail address 203, a first instant messaging address 205, a second instant messaging address 207; (ii) a PTSN 204 which may, for example, include a first work telephone number 209, a second work telephone number 211, a home telephone number 213, a fax telephone number 215, a voicemail number 217; (iii) a mobile network 206 which may, for example, include a cell phone number 219, a car phone number 221; and/or (iv) other networks 208 which may, for example, include a pager number 223 or an address associated with a hand-held 225. Either the sender or the recipient may desire that the message be sent over more than one of the channels 212 for the sake of redundancy or persistence. Typically, the sender chooses which of the channels the message is to be sent over. To do so, however, the sender must know and keep track of the recipient's various device addresses (e-mail address, telephone number, etc.), which depending on the

Attorney's Docket No.: Intel 10559-507001 / P11812

particular recipient can represent a voluminous amount of
information.

Attorney's Docket No.: Intel 10559-507001 / P11812

Please replace the paragraph 33 with the following amended paragraph:

In one implementation, intelligent routing decisions may be made by reference to the Accessibility State information 508, which in this example includes information indicating which of Rob's communication channels are currently Reachable 525. In this example, user Rob is reachable through three different communication channels - email:work1 526, wireless:cell 527 and email:pda 528, each of which has associated availability information indicated at availability fields 529, 530 and 531, respectively. Availability field 529, for example, indicates that although Rob is reachable through his work1 email account, he is not available because, as indicated by the string in field 529 he is "out to lunch." Availability field 530 ~~529~~ in contrast indicates that Rob is available to communicate on his cell phone but that he is "busy" meaning, for example, that he may or may not answer an incoming call or message. Availability field 528 indicates that Rob is available to receive email messages on his PDA and, further, includes the string "available." The availability strings in fields 529-531 may be derived from any of several different sources. For example, the availability strings could be input by the user himself or they could be inferred based on the user's actions or from other accessibility state information known about the user.